

List of Subprocessors

Last updated: April 22, 2023

We engage with Subprocessors to provide services to our customers. This includes both third-party and our affiliates. These Subprocessors may have access to customer data and may assist us with processing it. Before engaging with any third party Subprocessors, we perform due diligence and evaluate their systems and processes for adherence to our security, privacy and other policies and obligations. We execute a formal agreement requiring each such Subprocessor to maintain minimum acceptable security practices.

We will make updates to the Subprocessors list only via this page. You are encouraged to keep updated with any changes by frequently visiting this page. Besides this page, we may also provide you (without an obligation) a notification of any such change on the DocuX Services. You may object to a Subprocessor by submitting your objection on DocuX Services or by email to support@docux.ai with subject line “Subprocessor Objection” along with your name, your company’s name, name of the Subprocessor and grounds of objection.

Third party Subprocessors

Name	Nature of processing	Security and privacy information	Location
Microsoft Azure	Infrastructure	https://azure.microsoft.com/en-in/overview/trusted-cloud/	USA
Amazon Web Services	Infrastructure, email	https://aws.amazon.com/security/	USA
Google	Product Analytics, authentication	https://policies.google.com/privacy	USA
Stripe	Payment processor	https://stripe.com/en-gb-us/privacy	USA
Razorpay	Payment processor	https://razorpay.com/privacy	India
Chargebee	Subscription management	https://chargebee.com/privacy	USA
Freshsales	Marketing automation, CRM	https://freshworks.com/legal	USA
Freshdesk	Customer support	https://freshworks.com/legal	USA
Sendgrid	Emails	https://twilio.com/legal	USA
Zoom	Video conferencing and calling	https://explore.zoom.us/docs/en-us/privacy.html	USA
Calendly	Scheduling automation	https://calendly.com/privacy	USA

Affiliates Subprocessors

Name	Services provided	Location
<small>If the Terms are signed with DocuX Inc.</small> FastScale Garage LLP	DocuX Services and support	India
<small>If the Terms are signed with FastScale Garage LLP</small> DocuX, Inc, USA	DocuX Services and support	USA